

JOHN Q. PUBLIC

123 Main Street
Anytown, USA 12345

johnq@yahoo.com

555-555-5555 Home
444-444-4444 Mobile

SOFTWARE PRE-SALES ENGINEER

Interdepartmental Coordination ▪ Documentation ▪ Technical Specifications ▪ Presentation Development
Programming ▪ Onsite Consulting ▪ System Integration ▪ Code Development ▪ Team Training

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Dynamic, solutions-oriented sales / technical professional with 11+ years of sales engineering expertise gained in fast-paced environments with heavy customer interaction. Solid reputation for developing detailed documentation and providing common sense strategies to resolve complex issues. Excellent presentation development and delivery skills; trusted by senior management to interact with contacts of major accounts to maintain relationships.

PROGRAMMING

- Programming experience with C, ANSI C, Pascal, BASIC, FORTRAN 66/77, COBOL, LISP, Pick BASIC, various macro languages, and JCL.
- Familiar with programming in both textual and graphical environments.

OPERATING SYSTEMS INTEGRATION

- Experienced in application development and code maintenance on the following:
 - Windows XP / 2000 / NT ▪ Linux Systems ▪ Prime minicomputers ▪ Honeywell Mainframe Systems
 - Unix Systems (HPUX, IBM AIX, Sun Solaris, MIPS RISC, Intel-based Unix SVR3 and SVR4 platforms)
 - DEC VAX and Alpha ▪ Stratus XA Series ▪ IBM DOS PC's ▪ Apple Macintosh II ▪ Sun System 4 SPARC Series.
- Versed in code standardization for cross-platform portability.

SOFTWARE ANALYSIS

- Real-time data distribution system expertise with companies such as Reuters, TIBCO and Bloomberg.
- Familiar with direct customer support of compilers, coding, and system utilities.
- Experience with the application of system compilers on a variety of platforms.
- Developed and maintained code for customer applications written in a variety of languages.
- Knowledgeable of system utilities such as JCL, print spoolers, tape handling, batch processing, and shell programs using both 'C' and Bourne shells.

DATABASES

Oracle, Sybase, Informix, ODBC

OTHER SOFTWARE SKILLS

MS Word ▪ MS Excel ▪ MS PowerPoint ▪ QuickBooks ▪ HTML ▪ Applixware ▪ Cygwin ▪ Adobe Illustrator

PROFESSIONAL EXPERIENCE

MEGATECH, INCORPORATED – Anytown, USA

MegaTech develops high availability applications for UNIX, Linux and Windows, specializing in tools for retrieving, analyzing and publishing real time data.

SENIOR SALES ENGINEER

2002 – 2006

Provided pre and post sales engineering support for real time software designed for financial institution customers. Provided post-9/11 disaster recovery assistance for major New York City and Canadian banks. Accompanied the CEO and Sales Managers to conduct highly tailored customer presentations. Provided onsite consulting; converted large real time spreadsheet applications across platforms and data distribution systems. Set up and manned booths at the annual SIA technology show.

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SENIOR SALES ENGINEER (CONTINUED)

- Teamed with the Sales District Manager to secure a \$250,000 contract with large government customer.
- Selected to lead onsite consulting assignments with major banks in Toronto and New York City; oversaw real-time data projects which represented 30% of the company’s annual maintenance revenue.
- Developed a systems information tool Applixware using macro scripting and RAD tools.
- Worked closely with New York City banks such as JP Chase and Societe Generale to convert applications and licensing over to Disaster Recovery sites in New Jersey and other locations after 9/11.

PRODUCT AND CONSULTING SERVICES MANAGER

2001 – 2002

Managed customer technical support services and consulting services for the Applixware product line. Supervised a team of four employees. Coordinated individual schedules for onsite and remote customer assistance. Ensured optimized skills and the proper assignment of resources to meet customer demands. Trained personnel in pre and post sales situations.

- Worked with consultants on constructing the largest onsite deal for the trading floor of JP Chase.
- Trained consultants on the latest software enhancements.

PRODUCT MANAGER

1999 - 2001

Provided tactical and strategic planning for the Applixware product line. Performed financial and office automation market research. Determined market requirements for current and future products by working with customers and internal organizations. Developed marketing strategies with partners; created documentation and performed product demonstrations.

- Conducted market analysis for the web-enabled Anyware product, a real-time spreadsheet application.
- Created Applixware / Anyware product demos that were included in the eventual product market release.
- Teamed with Regional Sales Managers to create numerous customer presentations and demonstrations.
- Led weekly status meetings with CEO, CTO, and Lead Engineers to ensure deadlines of projects were met.

Additional Positions

Sales Engineer ▪ Motherboards, Incorporated ~ Anytown, USA ▪ 1995 – 1999

Lead Software Support Analyst ▪ Motherboards, Incorporated ~ Anytown, USA ▪ 1993 – 1995

Lead Software Support Analyst ▪ LaptopSync, Incorporated ~ Anytown, USA ▪ 1990 – 1993

EDUCATION

Bachelor of Science in Computer Science and Mathematics

Anytown College ~ Anytown, USA ▪ 1993

- Graduated Magna Cum Laude (3.8 GPA)
- Member of the National Honor Society